# Your Amazon.in Inquiry

2 messages

**Amazon.in** <cs-reply@amazon.in>                                   Tue, Oct 13, 2015 at 5:04 PM
Reply-To: "cs-reply+A3EN76YMINSZE8@amazon.in" <cs-reply+A3EN76YMINSZE8@amazon.in>
To: Rohit Kumar <oooooot.koo@gmail.com>

Your Account | Amazon.in

Amazon

## Message From Customer Service

Hello,

I'm sorry to hear that you didn't receive the response from our concern team.

I'd love to help you with the charges before proceed further I kindly request you to please write back with the following details so that we are able to help you better in this issue.

First, I'd recommend checking with the other authorized users of your card and by visiting Your Account (www.amazon.in/your-account) to review your order history. If you have a child, spouse, friend, relative, or co-worker who has access to your card number, perhaps they placed an order. If you recently sent a gift, or you placed an order for a back-ordered item that recently shipped, that order would appear in Your Account.

If you've already checked with others who have access to your card, and you don't see an order that matches the charge in Your Account, I'll need to get some information from you to begin our investigation. Please call us and provide the details mentioned below or send us a fax on +91-40-39922300: *

* name of the bank
* type of card [VISA/Master/Maestro/American Express]
* last 4 digits of CC/DC number
* date of charge
* amount of charge
* your name, e-mail address, and phone or fax number

You can call us on our toll free number 1800-3000-9009 and we'll start the investigation once we have this additional information, and our charge inquiry team will contact you within 1-2 business days to let you know what the next steps are.

Note: Legal and privacy concerns limit the information we can release and to whom it can be released. Depending on the outcome of our investigation, you may still need to contact your bank to resolve this.

We look forward to assisting you.

Warmest regards,
Kanmani P.

>

>

> **** I hope you got satisfied with my assistance****

> Warmest regards,

> Nishchay

> *Did I solve your problem??*

> Yes

> <https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=A1QSCUG00VVD51&R=2T7ZEJNTWHMJN&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fsurvey%3Fp%3D************************&A=LI8MMLC6GYTIA5ANY2ZYV5R6BBKA&H=0BTKHEBPTK6OIU2GK0EQFDKBYTKA&ref_=pe_732761_40986351_cscem_hmdyes_ht_1>

> No

> <https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=A1QSCUG00VVD51&R=2T7ZEJNTWHMJN&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fsurvey%3Fp%3D***********************&A=CX1XNF1KQZGWIRXE5KKCPP4CJY0A&H=NM8A6CU6OGRGRBIEOFA7A8AXRBSA&ref_=pe_732761_40986351_cscem_hmdno_ht_1>

> To contact us about an unrelated issue, please visit the Help section of

> our website: http://www.amazon.in/help

>

> Your feedback is helping us build Earth's Most Customer-Centric Company.

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> Download Amazon App and shop anytime, anywhere www.amazon.in/apps

> *Amazon.in*

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**Rohit Kumar** <t.k@gmail.com>                                    Wed, Oct 14, 2015 at 9:41 AM
To: "cs-reply+A3EN76YMINSZE8@amazon.in" <cs-reply+A3EN76YMINSZE8@amazon.in>

Dear Kanmani P.

Thank you. Thanks a lot. Did you care to read emails since August 10, 2015 (the date of incident).

The Most Clueless Customer Service Team in the World !!

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**Rohit Kumar**,
+91-9960□□□□□4
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